



1. Coordinates day-to-day operations of the visa unit, ensuring all required tasks are completed thoroughly and accurately each day, and continually adjusting staff assignments to achieve this outcome. Provides guidance and instructions on technical aspects of NIV and IV processing to LE Staff, EFMs, and officers, ensuring compliance with Department regulations and U.S. immigration law. Ensures all public inquiries receive a prompt and accurate reply. 40%
2. Proactively identifies both small-scale and systemic problems in visa processing and resolves them. When unable to solve issues alone, consults with consular managers to determine the best solution. Seeks out ways to increase visa processing efficiencies. Documents existing and improved procedures for an institutional historical record. Holds regular staff meetings to discuss possible improvements, ensuring all staff and officers understand existing procedures. 20%
3. Primary liaison with the contract company that provides support services, including fee collection, appointment scheduling, call center, website management, greeters, and document delivery, closely monitoring quality and any complaints about services. Quickly identifies and resolves related problems and routinely apprises the service provider about changes in procedures. Also liaises with outside organizations, GOP officials, and colleagues within the Mission to provide guidance about visa procedures, as well as with the National Visa Center on IV scheduling and document issues. Keeps public information on Embassy website up-to-date and useful. 15%
4. Maintains current position descriptions and work development plans for all staff; routinely counsels each staff member on his/her performance, including areas for improvement; and writes accurate performance evaluations on an annual basis for each employee. Closely monitors staff productivity, working closely with staff who require assistance to improve their performance. Identifies special projects for each staff member, as appropriate and needed. Addresses all disciplinary problems in a timely manner. Manages all visa staff leave requests, making sure staffing is adequate for anticipated work load at all times. 15%
5. Cross-trains entire visa team to be fully functional in both NIV and IV responsibilities, as well as to take turns acting as supervisor during incumbent's absences. Maintains up-to-date training materials so new staff receive adequate instruction. Engages staff in training one another, where possible. 10%
6. Other duties, as assigned and needed, including backing up staff who are absent.



15. Qualifications Required For Effective Performance

- a. Education: Two years of university or college, or the equivalent of an Associate's degree is required.
- b. Prior Work Experience: One year of supervisory experience is required. A minimum of 2 years' experience with consular or immigration work or demonstrated equivalent experience in dealing with U.S. immigration or visa law procedures is required.
- c. Post Entry Training: During probationary period, incumbent must take online courses on the following: U.S. immigration laws and regulations, visa operations, consular applications training for IV and NIV systems, and leadership and supervisor training. Also, incumbent will receive on-the-job training on U.S. immigration law, Department of State laws and regulations (including the Foreign Affairs Manual, or FAM), and the Consular Section's responsibilities and functions.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read): Level IV (fluent) Speaking/Reading/Writing Spanish is required. Level IV (fluent) Speaking/Reading/Writing English is required.
- e. Job Knowledge: Must know the cultural and socio-economic situation of the host country (Panama). Must be familiar with valid Panamanian documents such as passports, birth certificates, marriage certificates, etc., and be able to detect fraudulent documents. Must have basic knowledge of Panamanian immigration, police, and judicial systems. Must have good knowledge of Panamanian laws pertaining to marriage, divorce, and adoption. Must possess knowledge of, and familiarity with, high-profile individuals, such as government officials, political leaders, businessmen, prominent families, church and social movement leaders, etc. Must know how to use MS Office applications such as Outlook, Power Point, Word, Excel, and Access. Must know how to navigate the Internet and Intranet.
- f. Skills and Abilities: Must possess and apply ability to research, interpret, and understand regulations, U.S. immigration law, policies, and procedures. Must use good judgment and substantive knowledge to determine cases of possible fraud in visa applications. Must be able to deal with difficult and/or angry clients and to provide all customers with proper guidance in a courteous and professional manner. Must possess strong customer service skills. Incumbent must be able to allocate personnel resources to meet constantly shifting demands. Incumbent must also have the ability to devise and propose changes to internal procedures based on analysis of daily and weekly workflow, and in the face of ever-changing policy considerations and new visa requirements.

16. Position Elements

- a. Supervision Received: Incumbent receives direction from the Chief of the Visa Unit, but is expected to use good judgment to solve many issues independently.
- b. Supervision Exercised: Incumbent directly supervises eight full-time LE Staff visa assistants and three part-time consular assistants, and provides instruction and guidance to interns and other temporary hires as needed.
- c. Available Guidelines: U.S. Immigration and Nationality Act (INA), Foreign Affairs Manual (FAM), Department of State telegrams, and Intranet.
- d. Exercise of Judgment: Employee must demonstrate judgment, tact, and have the ability to exert firm control over situations since the incumbent will routinely have contact with a persistent and demanding public. Must also display a sympathetic and sensitive attitude.
- e. Authority to Make Commitments: Minimal.
- f. Nature, Level and Purpose of Contacts: The incumbent has contact with a wide range of individuals and organizations, including local immigration authorities, the Ministry of Foreign Affairs and other diplomatic missions for diplomatic and official visa requests, various GOP entities, colleagues from across the Embassy with visa-related questions, the National Visa Center, the contractor who provides visa-related support services, and those who contact the Consular Section on visa matters, including American Citizens.
- g. Time Expected to Reach Full Performance Level: Two years.